

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Clinical Coordinator-Care Coordination Centre			
Reports to	Unit Manager-Care Coordination Centre			
Location	Dunedin Hospital			
Department	Care Coordination Centre			
Direct Reports	n/a		Total FTE	n/a
Budget Size	Opex	n/a	Capex	n/a
Delegated Authority	HR	n/a	Finance	n/a
Date	December 2022			
Job band (indicative)				

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

Accurately and efficiently process district wide referrals as part of a team of health professional colleagues to ensure patients receive the right support in a timely manner. Apply clinical knowledge when assessing and triaging health information to ensure the right information is obtained and transferred on to receiving health services. Use clinical knowledge to assess health needs, eligibility for funded services and to advise and support people on how to manage their health. Direct referrals and allocate supports using expert knowledge of funding streams to ensure patients receive the correct support.

Act as an expert and resource person providing advice to clients, whānau, health professionals and administrative staff regarding available support services to assist people to maintain independence, health and wellbeing.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
	<ul style="list-style-type: none"> Accurate and efficient processing of clinical referrals against entry criteria, clinical priority and allocation to other health professionals and their services or to health providers directly.
	<ul style="list-style-type: none"> Liaison with referrers to ensure accurate and robust referral information is received.
	<ul style="list-style-type: none"> Allocating and coordinating packages of community and residential care.
	<ul style="list-style-type: none"> Providing advice via phone and electronic communication to a range of people including, clients, whānau, GPs, hospital staff and community health services regarding available support services.
	<ul style="list-style-type: none"> Managing a range of non-complex to complex health scenarios including people who require short and long term home support services, Clinical Needs Assessments, Palliative care funding, supports for people awaiting treatment injury claims.

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation's strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services

Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Matters which must be referred to the Unit Manager

- Incidents involving risk or injury to self, patients or property

Relationships

External	Internal
<ul style="list-style-type: none"> Clients, patients, families, whānau and caregivers Primary care - GPs, other medical staff Other service providers such as Home & Community Support Services, Private Hospitals, Hospices, ACC Relevant professional organisations 	<ul style="list-style-type: none"> Multi-disciplinary colleagues Operational manager Service Manager HOP Portfolio Manager Administration staff Professional Leaders (PLs)

About you – to succeed in this role

You will have

Essential:

- Registered Health Professional with current annual practising certificate
- Experience in implementing Te Tiriti o Waitangi in action
- Experience of primary and secondary care services
- Extensive experience in clinical assessment
- Knowledge of community based services
- A high standard of clinical skill in triage and prioritisation of patient /client needs
- Advanced verbal and written communication skills and experience in de-escalation and conflict resolution.
- Strong level of computer literacy and competency with data entry, Outlook, and other computer-based systems
- Attention to detail
- Experience in innovative problem solving, priority setting and planning

You will be able to

Essential:

- Work autonomously and as part of a team
- Work in a supportive and honest manner
- Build successful working relationships
- Cope with pressure and a fast paced work area
- Tackle difficult conversations and show resilience to unpredictable outcomes
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.